STATEMENT OF WORK
Information Technology Specialist Contractor (GS-11 equivalent)
Mission Support
Office of Civilian Response Operations
Coordinator for Reconstruction and Stabilization (S/CRS)
US Department of State

Introduction

This position is located in the Mission Support Section of the Office of Civilian Response Operations (CRO), Coordinator for Reconstruction and Stabilization (S/CRS), Department of State (DoS). The position is under the general direction of the Mission Support Director. The incumbent provides IT systems administration and services in direct support of the Office of Civilian Response Operations, and in particular to its operations in the field. The incumbent functions as a subject matter expert on all information technology used by the Office including hardware, software, and networking applications.

The incumbent reports to the Director of Mission Support.

Major Duties and Responsibilities

- Assists in the specifications of IT procurements for Civilian Response Corps (CRC) Personnel.
- Ensures that software applications comply with regulatory requirements, are consistent with the current and planned infrastructure and data environments, and meet the diverse requirements of the interagency CRC.
- Plans, oversees and coordinates the testing and installation of all CRC IT hardware and software upgrades, revisions, and modifications.
- Supports and trains CRC personnel in the use of existing hardware and software.
- Oversees maintenance and proper storage of IT equipment for deployed CRC personnel
- Provides appropriate IT and communications related support services for deployed CRC personnel.
- Sets up video teleconferences at all levels of collaboration, including those with the National Security Council, embassies and Joint Forces Commands at multiple locations.
- As needed, deploys with CRC personnel to assist in establishment and sustainment of overseas IT network communications.
- As needed, leads effort to establish and sustain IT network communications for Secretariat of Country Reconstruction and Stabilization Group.
- As needed, working with relevant Combatant Command, ensures that CRC, S/CRS and CRO personnel deploying to Integrated Planning Cell can obtain log ons to DOD system and also retain access to State network.
- Ensures systems security for all CRC systems and their interfaces with Departmental and other USG agency systems.

- Performs classic Tier 2 support to get connections established, obtaining technical information on IP addresses, telephone numbers, network and line types, e.g., ISN or Dial-up, and ensuring settings, baud rate for continuous video and audio feeds.
- Consolidates instructions for end-users' utilization of Open Net Everywhere including for deployed CRC-A personnel based outside embassy environment, referring only the most difficult problems to IRM/ITI/TWD for resolution.
- Performs extensive error resolution where employees are accessing their work folders and e-mail using laptop computers, Blackberries, and personal computers in residences and other facilities away from the job site. Identifies trends and provides Password instructions in coordination with S/S-EX/IRM, where appropriate. Manages cyclical workloads, training and facilitating timely administration of Blackberries and FOBs for access to State email, calendars and shared drives.
- At all times works in close coordination with the Resource Management Office (RMO) of S/CRS and its information management personnel.

Key Qualifications

Thorough knowledge of computer hardware, network architectures, systems administration and software applications.

Working knowledge of the development, application and assessment of information technology.

Knowledge of and experience with computer security hardware and software.

Expert knowledge of information management principles, practices, and procedures and knowledge of technical advances in relevant hardware, software, and data base administration techniques sufficient to provide authoritative guidance to other computer specialists, managers and users.

Knowledge of and skill in applying software design principles and methods to ensure high reliability and optimal availability of applications and to develop solutions to complex operational problems.

Knowledge of Expeditionary (portable) IT computer network systems, communication systems, and shared knowledge platforms that can operate independent of local communication networks or power systems.

Knowledge of the principles and methods for integrating information system components to optimize the functionality of networks and systems.

Knowledge of and skill in applying the organization's network architecture to plan, design, develop, and integrate network systems consistent with existing or planned network infrastructures.

Ability to communicate orally and in writing to prepare and present briefings and recommendations to management, and to prepare system documentation and technical reports.

Supervisory Controls

The incumbent is supervised by the Director of Mission Support. Incumbent and supervisor jointly develop a mutually acceptable work plan which encompasses identification of the work to be accomplished, scope, and deadlines for completion. Within the plan parameters, the incumbent independently plans and organizes the assignment, coordinates and interacts with appropriate personnel, and conducts all phases of the assignment. Incumbent keeps supervisor informed of potentially controversial issues or problems having potentially widespread impact.

Completed work is reviewed by the supervisor for compatibility with the Division of Civilian Response Operations goals, guidelines, and effectiveness in achieving intended objectives.

Work Conditions

Work is primarily sedentary, performed in a typical office setting, but may involve periodic, short-term overseas deployments to austere environments.

Special Requirements

The position requires a secret level security clearance.

Period of Performance

The Information Technology Specialist will serve at S/CRS/CRO for a 12 month period, from o/a November 15, 2008. The period of performance may be extended.

How to Apply

Please e-mail your resume and cover letter to Tom Bell (bellta@pro-telligent.com) by November 15, 2008 with "S/CRS CRO Information Technology Specialist" in the subject line. Finalists will be contacted.